

Missouri State Rehabilitation Council



Darren Prendergast



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2006 Annual Report

December 2006

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Mission Statement

(Adopted Nov. 4, 1999)



Missouri State Rehabilitation Council

Our Vision

The Missouri State Rehabilitation Council envisions a society that values all of its members equally and provides opportunities so that all people are able to meet their needs, fulfill their dreams, and participate in society.

Our Mission

To assure that persons with disabilities have opportunities to be as productive as possible by advising the Division of Vocational Rehabilitation that services provided to persons with disabilities are:

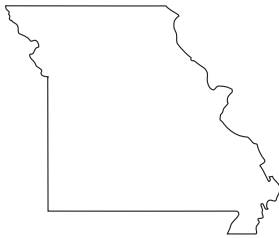
- of the highest quality.
- consumer directed.
- responsive to consumer choice.
- effective.
- individualized.
- culturally specific and relevant to labor market trends.

Our Responsibilities

To work in partnership with the Division of Vocational Rehabilitation to achieve positive outcomes for persons with disabilities by:

- providing input on the state plan, policies, and practices affecting services to persons with disabilities;
- identifying strategies to address the needs of people who are not being served or who are being underserved;
- obtaining and interpreting consumer input;
- identifying corrective action consistent with that input; and
- advocating for adequate resources to assure that the rehabilitation needs of all Missourians are met.

To support the division in complying with applicable laws, such as the Americans with Disabilities Act, the Workforce Investment Act, the Rehabilitation Act, and the Individuals with Disabilities Education Act.



MISSOURI STATE REHABILITATION COUNCIL

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December 31, 2006

The Honorable Matt Blunt
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Blunt:

On behalf of the members of the Missouri State Rehabilitation Council, I am pleased to present the council's annual report for fiscal year 2006. In these pages, you will find the progress made by Missouri citizens who were served by vocational rehabilitation programs.

Each council member has unique experiences in advocating for the rights of our fellow Missourians whose physical or mental disabilities may pose barriers to productive employment. Through our quarterly meetings and committee deliberations, we have given our support to the Division of Vocational Rehabilitation to empower individuals with disabilities and to encourage decisions that lead to greater self-sufficiency.

We have given our enthusiastic support to innovative programming to reach the underserved populations in Missouri and to exploring additional methods of obtaining consumer satisfaction feedback.

It has been my great privilege to work with members of the council, as well as with division staff, all of whom are dedicated to providing our Missouri citizens with the opportunity to make meaningful choices in pursuing their dreams.

Sincerely,

Linda Benoit
Chairperson

State Rehabilitation Council Members



Linda Benoit
Florissant
Council Chairperson



C. Jeanne Loyd
Jefferson City
Council Ex Officio Member
MDVR's Assistant Commissioner



Jason Eftink
Scott City
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Susan Adrian
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Centralia



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Springfield



Pam Williams
Jefferson City

Council's Purpose

The State Rehabilitation Council (SRC) was first authorized by the Rehabilitation Act of 1973 as amended in 1998 (referred to hereafter as the Act). Section 105 of the Act requires the state vocational rehabilitation agency to establish a council.

The council was initially formed on June 1, 1993. Council members are appointed by the governor and serve no more than two consecutive three-year terms. As required by the Act, the council is represented by the following:

- Statewide Independent Living Council
- Parent Training and Information Center
- Client Assistance Program
- Vocational Rehabilitation Counselor
- Community Rehabilitation Program Service Providers
- Business, industry and labor
- Disability advocacy groups
- Current or former applicants/recipients of vocational rehabilitation services
- Division of Special Education, the state agency responsible for the Individuals with Disabilities Act
- State Workforce Investment Board

The council is responsible for reviewing, analyzing, and advising the Division of Vocational Rehabilitation regarding its performance on such issues as eligibility, services provided to consumers, and any other functions affecting people with disabilities.

During FY06, the council was actively involved in a significant number of activities with the division. Some of its accomplishments included:

- Providing recommendations to the division on policy revisions and newly filed administrative rules.
- Collaborating with other councils and agencies, including the State Independent Living Council, the Missouri Training and Employment Council, the Missouri Parents Act, the Department of Mental Health, Missouri Protection and Advocacy Services, the Division of Special Education, the Governor's Council on Disability, and the Client Assistance Program.
- Attending division public hearings to provide input on the state plan.
- Working with the division to evaluate consumer satisfaction feedback and providing recommendations based on this feedback.
- Participating in the Council of State Administrators of Vocational Rehabilitation (CSAVR) national meeting in Washington, D.C.
- Reviewing the division's state plans including goals, priorities, performance indicators, and the comprehensive system of personnel development.
- Working with division staff in preparing the 2006 annual report.
- Providing comments to the Rehabilitation Services Administration (RSA) regarding issues pertaining to waiting lists (Order of Selection).
- Informing Missouri's U.S. representatives and U.S. senators of the division's implementation of waiting lists (Order of Selection) and the impact these waiting lists have on people with disabilities.
- Working jointly with the division to review and approve a new Impartial Hearing Officer.
- Cooperating with RSA in the review of the division's activities in the Section 107 Monitoring Review of FY06.
- Meeting with the new RSA state liaison regarding the status of Missouri's VR programs.

Mission Statement

Missouri Department of Elementary and Secondary Education

Division of Vocational Rehabilitation

“Making a positive difference through education and service”

The Department of Elementary and Secondary Education is a team of dedicated individuals working for the continuous improvement of education and services for all citizens. We believe that we can make a positive difference in the quality of life for all Missourians by providing exceptional service to students, educators, schools, and citizens.

We provide leadership and promote excellence. We

- ★ champion high-quality services to persons with disabilities.
- ★ advocate equity and access for all persons.
- ★ develop all divisional staff and community service providers.
- ★ establish standards that demand excellence and build a solid foundation for lifelong learning, workplace skills, and citizenship.
- ★ evaluate program and policy effectiveness.
- ★ share best practices.
- ★ carry out our mission with economy and minimized paperwork burden.
- ★ assist persons with disabilities by providing individualized support and services.
- ★ create a caring workplace that fosters teamwork and personal and professional growth.

We promise to greatly exceed customers' expectations. We

- ★ listen to those we serve in order to improve our operations and adapt to changing needs.
- ★ forge partnerships to improve our services.
- ★ value each employee's contribution to achieving this mission.

D. Kent King
Commissioner of Education



C. Jeanne Loyd
Assistant Commissioner
Vocational Rehabilitation

Missouri Department of Elementary and Secondary Education

— *Making a positive difference through education and service* —

December 31, 2006

The Honorable Matt Blunt
Governor of Missouri
State Capitol
Jefferson City, Missouri 65101

Dear Governor Blunt:

I am enclosing the annual report of the Missouri State Rehabilitation Council for fiscal year 2006. As required by federal regulation, this report provides information on the Missouri Division of Vocational Rehabilitation's employment program for persons with disabilities.

Due in part to the number of new applicants, rising service costs, and limited federal funding, the division has operated under an Order of Selection since FY04. As prescribed by the Rehabilitation Act, this requires eligible individuals with the most significant disabilities to receive services first. All other eligible individuals will receive services as funds become available.

During FY06, the division helped 4,152 individuals reach successful employment outcomes. The employment success rate for people served was 70.2 percent. The outcomes for both categories represent an increase over last year's results.

Missouri Vocational Rehabilitation works closely with schools to provide transition services to more than 5,400 students per year in 402 school districts. Last year, we assisted over 700 students in reaching their employment goals.

The program's customer satisfaction survey results are among the top in the nation, if not first.

The council members take seriously their mission to serve Missouri citizens with physical and mental disabilities. The members bring years of experience and expertise to the council, and it has been my privilege to work with them this past year.

In closing, I, along with the council, offer our sincere appreciation for your personal interest and support in serving people with disabilities.

Sincerely,

A handwritten signature in cursive script that reads "C. Jeanne Loyd".

C. Jeanne Loyd
Assistant Commissioner
Missouri Division of Vocational Rehabilitation

Highlights

of the Vocational Rehabilitation Program

Important items to note from FY06 regarding VR's positive impact on the quality of consumers' lives and the communities it serves include:

- ▶ **4,152** consumers with disabilities achieved successful employment outcomes.
- ▶ **26,157** eligible consumers worked with VR counselors.
- ▶ **97%** of successfully employed consumers had significant disabilities.
- ▶ **763** consumers were successfully employed through supported employment services.
- ▶ **727** eligible students who received Transition Services reached successful employment outcomes.
- ▶ **402** school districts signed Cooperative Work Experience Programs with VR.
- ▶ **\$46,627,516** is the total annual increase in income, from referral to closure, for 4,021 competitively employed consumers.

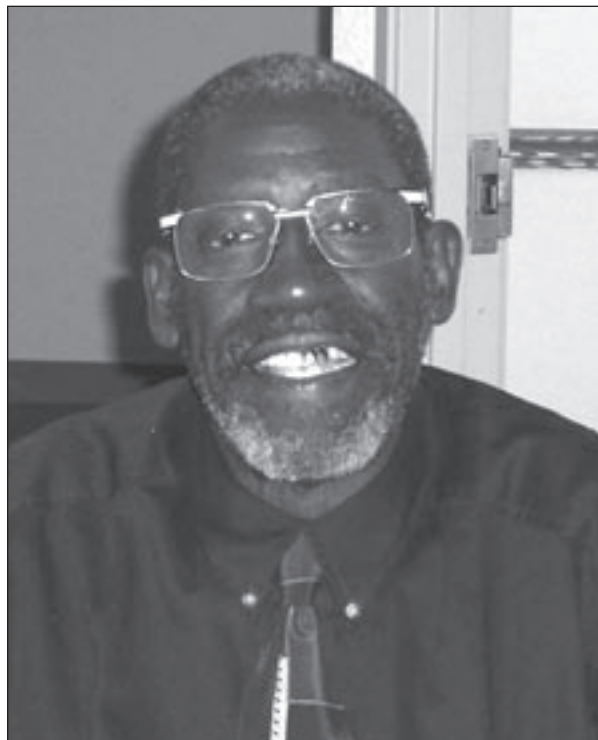
Agency Overview

Prepared on behalf of the State Rehabilitation Council, this annual report highlights various programs and services of the Missouri Division of Vocational Rehabilitation (MDVR) during federal fiscal year 2006 (Oct. 1, 2005 to Sept. 30, 2006).

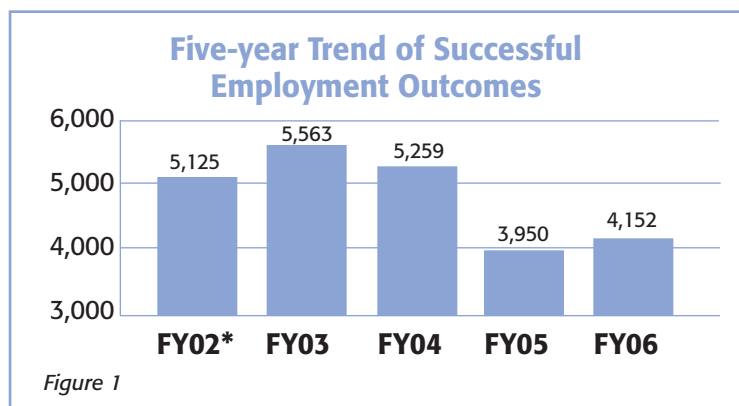
On Oct. 1, 2003, due to insufficient funds to serve all eligible consumers, MDVR began operating under an Order of Selection with three priority categories. Eligible consumers with the most significant disabilities are required by law to receive services first (Category 1). Eligible consumers who have less significant disabilities are required to be placed on a waiting list for services (Categories 2 and 3). This action has affected the total number of employment outcomes, the success rate, the number of referrals to Vocational Rehabilitation (VR), and the number of consumers served.

During FY06, vocational rehabilitation counselors worked with more than 26,000 eligible people in various categories with an average daily census of 19,000. In FY06, 4,152 consumers had successful outcomes out of a total of 5,916 individuals leaving VR services. Figure 1 and Figure 2 illustrate the number of successful outcomes and the percentages of success during the past five years.

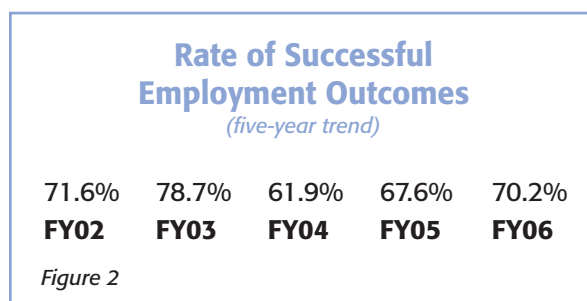
Figure 2 shows that more than 70 percent of consumers who received services with VR were successfully employed (this figure is a percentage of all eligible consumers leaving VR who received services). Previous research, from the Department of Economics, University of Missouri-Columbia, shows that nearly 70 percent of these consumers will still be employed two years later.



Nathaniel Clemons, consumer from the Kansas City North VR office, attended the National Training Workshop for New Leadership Development, held in Washington, DC July 12 – 16, 2006. Clemons, nominated by VR, was selected to attend the RSA-sponsored workshop that provided training on how to work with representatives of culturally diverse entities on issues concerning people with disabilities.



* As of FY02, successful employment outcome data no longer includes sheltered workshop employment outcome information.





During May's SRC meeting, Karren Jones (right) and Vivian Russell (left), both former VR clients, spoke on behalf of the National Alliance for the Mentally Ill (NAMI). The women delivered a powerful recovery education presentation entitled, "In Our Own Voice: Living with Mental Illness." Jones is the president of the Jefferson City, Mo., NAMI Chapter where Russell volunteers.

State Funding

Support from the governor's office and state legislators meant sufficient funds were available to match federal funding in FY06. VR receives state funds from General Revenue, Lottery, and Mental Health. The match requirement is 21.3 percent state funding and 78.7 percent federal funding.

Social Security Reimbursement Program

The Social Security Administration (SSA) reimburses state vocational rehabilitation agencies for the costs of providing services to gainfully employed SSA recipients. The division continues to seek SSA reimbursements. As of Sept. 30, 2006, the division received \$2,024,975. Figure 3 provides VR's reimbursement totals for the past five years.

SSA Trust Fund Reimbursements (five-year trend)				
\$1,631,240	\$1,056,480	\$1,972,458	\$942,701	\$2,024,975
FY02	FY03	FY04	FY05	FY06

Figure 3

Consumer Satisfaction

Another priority for the division is consumer satisfaction with VR staff and services. The SRC is responsible for administering a consumer satisfaction survey (pages 26-28). The feedback is shared with division management, supervisors, and counselors. This information is used as a tool to improve services, evaluate staff performance, and to determine training needs.

In keeping with the division's quest for continuous improvement, the VR Consumer Affairs team reviewed the survey method in place. The team determined that a retooling of the process would be advantageous. After requesting input from consumers, division leadership, and the SRC, the team developed a new strategy that was implemented during FY06.

Postage-paid survey cards were sent to a random sample of closed cases rather than on all cases upon closure. The surveys were mailed from one central location in the state by someone other than the counselor assigned to the case.

The survey process proved successful yielding an increase in response rates. With the new survey method, 33 percent of consumers who received services responded in comparison to 19 percent in the past, and 22 percent of eligible consumers who left the program before receiving services responded as opposed to only six percent in FY05.

During FY06, the division surveyed over 1,300 individuals, a sample representative of all consumers who received services and exited the program. Of these individuals, 97 percent felt they were treated with respect, and 93 percent indicated they were involved in making choices concerning their employment goals and services.

The team also recommended expanding a pilot project in the Rolla VR office that is intended to measure consumer satisfaction immediately after the initial plan period. The results of the pilot project will give the division an idea of consumers' satisfaction at the time of service delivery. Generally, survey response rates have reached 50 percent in the Rolla office. To obtain statewide representation, the team suggested adding three more offices--Farmington, St. Louis South, and Kansas City North.

Division Teams

The division continues to enlist the aid of teams consisting of agency staff, providers, and consumers to develop recommendations for several strategic plan issues. The following teams meet on an ad hoc basis: Capacity Building, Case Services, Community Rehabilitation Providers/Vocational Rehabilitation, Consumer Affairs, Technology Services, Transition, Cultural Diversity, and Work Incentives. As a result, many recommendations, which can be found throughout the report, have been implemented to improve services for people with disabilities.

Interagency Cooperation

Workforce Development

The Division of Workforce Development operates under the Department of Economic Development. The division ensures that the provisions of the Workforce Investment Act of 1998 (WIA) are carried out by Workforce Development centers across the state. The Missouri Training and Employment Council (MTEC) is the state board that oversees Workforce Development.

The workforce development system is a partnership of mandated federal, state, and local agencies providing services in "one-stop shops" known as Missouri Career Centers. The centers, which are located in 14 workforce regions in Missouri, offer job training and skills development programs to all citizens who want assistance with gaining employment. Vocational Rehabilitation (VR) is a key partner, and as such, works closely with the Career Centers to provide program accessibility; physical accessibility to and from the centers, including job sites; and assistive technology for people with disabilities. VR also provides ongoing cross-training and technical assistance to Career Center staff on accommodations in the workplace. A full-time VR supervisor works with partner agencies to ensure that all federal regulations pertaining to Title IV of the Workforce Investment Act of 1998 are followed. VR district supervisors serve as active members on 13 out of 14 local Workforce Investment Boards.

Department of Mental Health

In partnership with the Division of Vocational Rehabilitation (DVR) and the University of Massachusetts Institute for Community Inclusion (ICI), the Missouri Department of Mental Health's (DMH) Division of Comprehensive Psychiatric Services (CPS) was awarded an assessment and planning grant through the National Institute of Mental Health (NIMH) during FY06. This project, referred to as the "Missouri Mental Health Employment Project," formed a guiding coalition of stakeholders composed of consumers and staff from Community Rehabilitation Providers and Supported Employment Service Providers; DMH Administrative Agents/Comprehensive Psychiatric Rehabilitation Programs; the departments of Mental Health, Health and Senior Services, and Social Services (Division of Medical Services); the University of Missouri; and DVR to assess the state of the Evidence-Based Practice (EBP) - Supported Employment (SE) in Missouri for persons with Serious Mental Illness (SMI).



Members of the guiding coalition for the Missouri Mental Health Employment Project listen to discussion of supported employment issues for persons with serious mental illness. Left to right: Ken Weber, Jobpoint, Columbia, Mo.; Ron Berg, Department of Mental Health, Jefferson City, Mo.; Dr. Susan Foley, University of Massachusetts, Boston, Mass.; and John Harper, Division of Vocational Rehabilitation, Jefferson City, Mo.

Upon completion of this grant phase in October 2006, the project is now developing an understanding of capacity across systems and implications for developing high fidelity supported employment. NIMH requires CPS to establish further plans for collaboration, refinement, and expansion of EBP-SE for persons with SMI across provider systems. Phase II concepts are being developed in conjunction with the final report with the potential for funding during mid FY08.

Centers For Independent Living

Vocational Rehabilitation continues to work with the Statewide Independent Living Council (SILC) and the Centers for Independent Living (CILs)* to provide direct services to people with disabilities.

The 2005-2007 state plan developed by VR and SILC details the tasks necessary to accomplish the delivery of independent living services that will assist consumers with disabilities to achieve their goals. As part of this collaborative effort, VR and SILC created a new, outcomes-based measurement tool for the CILs. The new tool measures consumer satisfaction using a telephone survey method as opposed to the mail-out surveys previously used. In 2005, the CILs telephoned a random sample of 1,587 consumers (both active and inactive) concerning satisfaction in areas such as personal assistance, information availability, and skills training. Survey results revealed a 98% satisfaction rate for personal assistance or referral services, a 97% satisfaction rate for information and referral services, and a 96% satisfaction rate for independent living skills training.

During 2006, SILC was involved in a number of conferences designed to address the independent living needs of people with disabilities. In April, SILC held the Missouri Transportation Conference in Kansas City, Mo. CIL staff, consumers, and local government officials listened to national speakers regarding transportation-related issues, which included increasing accessibility and removing barriers.

Columbia, Mo. was the site of the Independent Living Conference, a joint effort between SILC and the Rehabilitation Continuing Education Program, region 7, in June. Independent living topics pertinent to people with disabilities headlined the conference's agenda. Once again, consumers were invited along with center staff and board members.

In addition, SILC sponsored the Universal Design Housing Conference, held in October in Springfield, Mo., to promote independent living for persons with disabilities. The conference's goal was to provide awareness of the need for accessible housing. Conference attendees included representatives from the CILs, consumers, real estate agents, housing lenders, and builders.

The CILs continue to grow in number. Heartland Inc., of Owensville, Mo., was certified in July 2006 as a new CIL, bringing the total number of centers to 22 statewide.

* See page 33 for CIL listings.

Transition Services

Transition Services assist students with disabilities in the secondary school setting to successfully prepare them for transitioning into postsecondary education; integrated employment, which includes supported employment; or vocational training. VR continues to work closely with the Division of Special Education in coordinating, planning, and providing transition services.

During FY06, the Transition Team, composed of VR staff and special education personnel at both the state and local level, continued to provide support and technical assistance regarding transition-related activities and services for students with disabilities in an effort to meet the following charges outlined by the assistant commissioner:

- Charge #1:** Develop strategies to increase overall success rates of students with disabilities participating in cooperative school-to-work programs.
- Charge #2:** Develop strategies to increase overall participation of students with disabilities participating in cooperative school-to-work programs.
- Charge #3:** Develop methods to measure student participation in all transition services.
- Charge #4:** Develop strategies for decreasing the dropout rate for students with disabilities from Missouri high schools.



After participating in the COOP program through his high school, Darren Prendergast, former VR consumer, began work as a lot associate at The Home Depot in Belton, Mo. Prendergast received supported employment services through Casco Area Workshop in Harrisonville, Mo.

- In accordance with Charges #1 and #2 listed above, VR works to improve and expand the Cooperative Work Experience Program (COOP) for students with disabilities. During FY06, 402 of 449 (K-12) school districts in the state were operating COOP programs. VR counselors worked with 5,435 students prior to graduation in FY06, and 1,004 of those students also participated in the VR COOP program. Of all the eligible students who received VR services, 727 reached successful employment outcomes leading to an overall success rate of 71 percent.
- In striving to improve and expand the quality of transition assessment services for students with significant disabilities, VR provides support and technical assistance to local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs). At the completion of FY06, approximately 177 comprehensive transition assessment Memorandums of Understanding (MOUs) had been developed at the local level with approximately 142 different school districts and 28 various CRPs and SESP. MOUs outline how transition assessment services for students with disabilities will be provided at the local level.

Transition Services provide technical assistance to classroom teachers and VR counselors who work directly with students while continuing to work with the Division of Special Education on decreasing the dropout rate and improving postsecondary school outcomes for students with disabilities.

Partnering

Recognizing the varying regional differences and needs of the disability community in the State of Missouri, “partnering” starts at the local/district level. VR partners with local Community Rehabilitation Programs (CRPs) and Supported Employment Service Providers (SESPs) to maximize benefits for their mutual customers. VR and provider personnel cultivate relationships through two-way communication while maintaining cooperative agreements that clarify each entity’s role in consumers’ rehabilitation plans.

VR and provider staff both offer input on each others’ service delivery processes and improvement to those processes. VR furnishes division reports to providers in order to coordinate efforts in serving consumers. In addition, the division seeks assistance from provider facilities in developing strategies to reduce the number of consumers who drop out of the rehab program. To further illustrate partnering practices, provider staff is invited to VR training programs that are relative to CRP/SESP issues.

Every other year, the division combines the VR district office Quality Assessment Reviews with CRP and SESP reviews to strengthen communication and enhance relationships between it and its providers. These combined reviews enable VR to maintain alignment of division goals and values with its partners.

Integrated Community Rehabilitation Programs

The division strives to enhance community rehabilitation services throughout Missouri. VR and CRPs collaboratively work with an outcome-based service model that emphasizes results and values successful employment outcomes. The Community Rehabilitation Program/Vocational Rehabilitation (CRP/VR) Team, comprised of VR staff and executives from the CRPs, works on the following issues:

- Continued partnering efforts at the local level and expanding efforts to include administrative staff from VR, the CRPs, and the SESP along with professional organizations.
- Continued quality improvement strategies for employment outcome services.
- Assessment of supported employment and community employment services by determining program effectiveness.
- Continued assessment of current vendor requirements regarding utilization, outcomes, and cost-effectiveness.
- Continued review and revision of provider cooperative agreements.

The division funds a variety of services to approximately 7,000 consumers in CRPs. The division purchases services from local, nationally accredited, nonprofit CRPs and does not own or operate any of the programs.

Access to community-based services continues to be a division priority. As a result, all CRP programs emphasize community integration.

A complete listing of all division-approved CRPs can be found on page 34.

Improved Availability for Supported Employment

The division provides supported employment services to a diverse population of consumers, as indicated by Figures 4-6 (pages 18-19). Supported employment is defined as competitive work in an integrated work setting with ongoing support services for individuals with the most significant disabilities. During FY06, 73 percent of consumers who received supported employment services and exited the program were successfully employed.

Figure 4 provides a breakdown of the disability categories of consumers who exited the program both successfully and unsuccessfully after receiving supported employment services.

Figure 7 (page 19) provides the total number of Supported Employment Service Providers (SESPs). As of FY06, all counties in Missouri are being served by SESP. This expanded coverage means more choice for consumers.

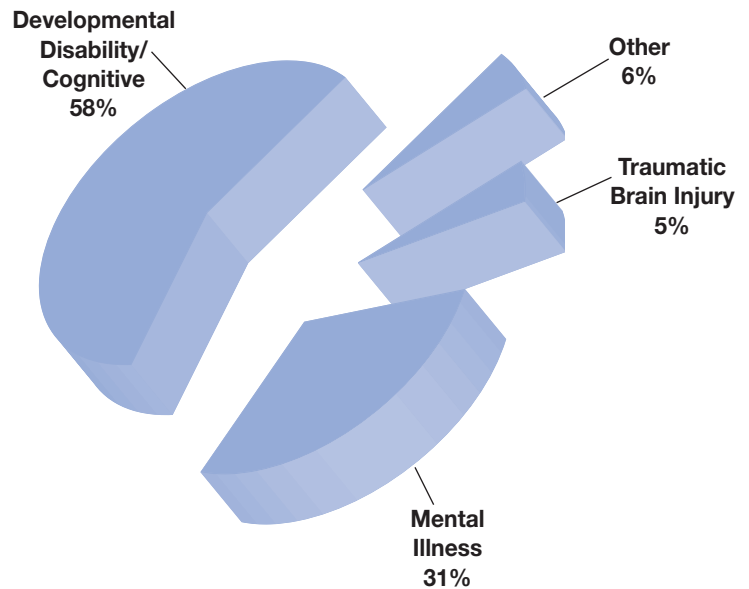


Figure 4**

Other Supported Employment Statistics

The division places an emphasis on the development of natural support systems for consumers who participate in supported employment. This reduces the costs associated with supported employment and job coaching. Figure 8 (page 19) shows the average costs of services, hourly wages, and other statistics for supported employment.

Consumer Satisfaction

As noted on the chart on page 27, 97 percent of consumers who participated in supported employment and who responded to the satisfaction survey felt that the division treated them with respect. And, 95 percent said that information and services were readily available to them.

****Percentages based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.**

Improved Availability for Supported Employment (continued)

Supported Employment Race and Gender of those Served** – FY06 –

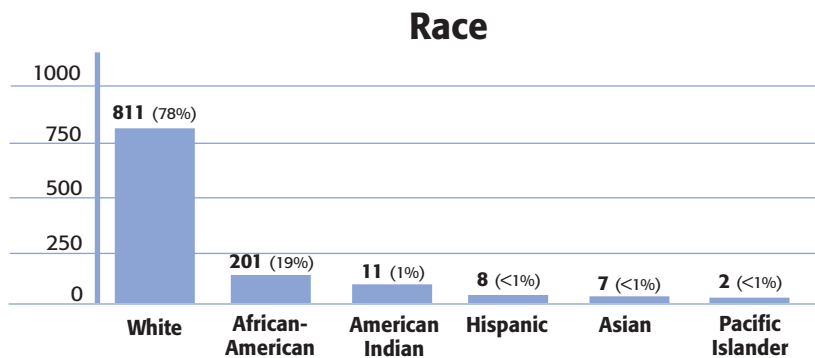


Figure 5**

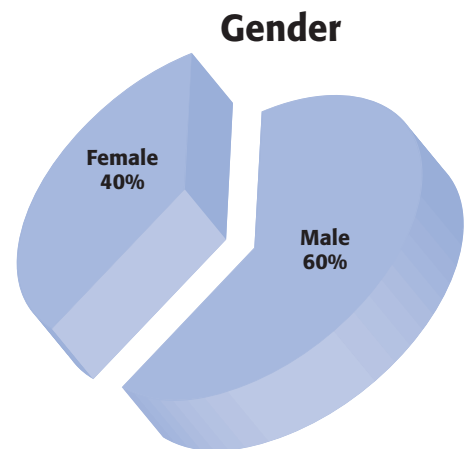


Figure 6**

Other Supported Employment Statistics

SESPs Total Providers from FY02 to FY06

Fiscal Year	Number of Providers
FY02	86
FY03	86
FY04	78
FY05	81
FY06	82

Figure 7

Supported Employment Statistics FY06

Average cost of job coaching services per consumer	\$2,287.00**
Average cost of assessment services per consumer	\$1,074.00**
Average cost of job development services per consumer	\$968.00**
Average hourly wage per consumer	\$6.84
Average hours per week worked per consumer	24
Success rate	73 percent**
Successful closures	763
Unsuccessful closures after services rendered . .	277

Figure 8

****Figures based on the number of consumers who exited the program both successfully and unsuccessfully after receiving SESP services.**

Assistive Technology

In FY06, the division provided a variety of assistive technology services, devices, and equipment to 1,428 individuals for a total cost of \$3,594,265.

Assistive devices are purchased by the division to assist consumers with increasing, maintaining, or improving functional capabilities. These may be commercially purchased or modified/customized by a technology specialist. The devices may be as simple as a modified door handle or as sophisticated as a voice-controlled computer system. Other types of assistive devices include: prosthetic and orthotic equipment; hearing aids; eyeglasses; wheelchairs and other powered mobility equipment; walkers; braces; crutches; computer equipment (e.g., adaptive keyboards, voice-activated controls, and specialized software); vehicle modifications; and home modifications.

Assistive technology services include: evaluation, design, customization, adaptation, maintenance, repair, therapy, training, or technical training that assists an individual with a disability in the use of an assistive technology device.

The Telecommunication Access Program (TAP), implemented by the Missouri General Assembly, has become an excellent resource for division counselors. This program provides adaptive equipment for persons whose disability prevents them from using traditional telephones. The program also provides telecommunication access to the Internet and e-mail in the home for individuals unable to communicate via computer due to a disability. TAP has saved the division significant costs of purchasing these services.

Within various regions of Missouri, the division has counselors who specialize in information technology. These specialists serve as consultants for other division staff and consumers regarding:

- the availability of assistive technology services for students in secondary education programs;
- the availability of services/vendors in particular regions; and
- TAP and the demonstration equipment sites funded by the program that are located in the Centers for Independent Living (CILs) around the state.

In April 2006, Missouri Assistive Technology sponsored the statewide Power Up 2006 Conference and Expo that was open to service providers, consumers, independent living specialists, division staff, and other professionals in the rehabilitation field. The division was an exhibitor and its professional staff attended the event. The conference was successful in providing consumers and professionals with an opportunity to view state-of-the-art technology and equipment designed to enhance and promote the independence and quality of life for people with disabilities.



Karen Funkenbusch (standing in foreground), Missouri University (MU) AgrAbility program director, delivered a presentation on available resources for people with disabilities employed in agriculture. Funkenbusch spoke at the MU AgrAbility Training held October 26-27, 2006, at Lincoln University's Carver Farm in Jefferson City, Mo.



Floyd Wosoba (left), former consumer, and Danny Stephens (right), VR East regional manager, attended the AgrAbility training and discussed accommodations to farm equipment and buildings necessary for farmers with disabilities to pursue an agricultural livelihood.

Underserved Populations and Workplace Diversity

One of the top priorities for the council and the division continues to be reducing the overall number of people who do not complete the VR program and reducing the unsuccessful outcomes for traditionally underserved populations, primarily African-American and Hispanic consumers. Figure 9 (page 22) reflects the closure percentages by race for FY05 and FY06. This chart illustrates that African-American consumers continue to represent disproportionately higher rates of outcomes that are unsuccessful.

The division remains committed to improving employment outcomes and reducing the dropout rate of consumers from underserved populations. For example, a program was designed to retain consumers at risk of leaving VR services, and retention counselors now work with “at-risk” consumers to remove barriers to services and employment. Other staff, such as intake counselors, assist in locating “lost” consumers.

Cultural Diversity

During FY06, the division provided staff development sessions on a variety of cultural diversity topics, such as workplace diversity, providing services for persons from diverse cultures, and issues in deaf culture.

The council and the division determined that vocational rehabilitation services to persons from Hispanic communities are limited and should be expanded. Many of Missouri's counties have seen dramatic increases in the number of individuals from Hispanic cultures in recent years. The division utilizes the following strategies to address this priority area:

- The division funds two Innovation and Expansion (I & E) grants with CRPs to increase services for the Hispanic communities in Missouri. These I & E grants were awarded to Alternative Opportunities (AO) of Springfield, Mo. and Jewish Vocational Services (JVS) of Kansas City, Mo. Both CRPs cover counties that have a high proportion of individuals who are Hispanic. The grants require collaboration and networking between individuals from the Hispanic communities, CRPs, and division staff.
- The division was awarded an in-service training grant from RSA that is earmarked for staff development and outreach activities to better serve persons from Hispanic communities. One of the first activities under the grant was to hire hourly, bilingual rehab technicians to work with both division and CRP staff. The techs are located in the Springfield North and Kansas City Downtown VR offices enabling them to work closely with the I & E grantees.
- As part of the in-service training, an advisory committee composed of AO and JVS employees, rehab techs, and other VR staff meet periodically throughout the year to provide guidance on training and outreach activities. The committee also assesses the future needs of underserved populations.
- The grant funds Command Spanish training for division staff provided by Missouri Western State University of St. Joseph, Mo.
- The division plans to hire a part-time diversity consultant to assist with improving services to other underserved areas, develop training programs, and to establish outreach strategies for consumers from diverse cultures.



Members of an advisory committee on underserved populations discuss strategies for providing services to consumers from culturally diverse backgrounds. From left to right: Laura Pina, Hispanic liaison with AO of Springfield, Mo.; Teresa Nianga, district supervisor of the Kansas City VR office; Kelly Sloan, director of rehabilitation services with JVS of Kansas City, Mo.; Maureen Alexander, VR West regional manager; and Scott Mantooth, project director and human resource manager with VR Central Office in Jefferson City, Mo.

Underserved Populations and Workplace Diversity (continued)

Closure Percentages by Race* (comparison of FY05 and FY06 consumers)						
Status	Caucasian		African-American		Other	
Successful employment outcomes	83%	81%	15%	16%	2%	3%
Closed unsuccessful, after services	75%	78%	22%	19%	3%	3%
Closed after eligibility, before services	77%	74%	20%	23%	3%	3%
	FY05	FY06	FY05	FY06	FY05	FY06

*Percentages reflect the total number of consumers in each status.

Figure 9

Diversity in the Workplace

The division continues to work hard to recruit, hire, and maintain a diverse workforce. Figure 10 shows the specific categories of division employees as of Sept. 30, 2006.

The division recruits individuals with culturally diverse backgrounds. All job openings are listed with the division and “Great Hires” Web pages, and nearly all vacancies are advertised in local newspapers as well as traditional African-American and Hispanic newspapers. All division counselor vacancy notices are now sent to various Historically Black Colleges and Universities (HBCUs), such as Lincoln University-Jefferson City, Mo.; Southern University-Baton Rouge, La.; Fort Valley State College-Fort Valley, Ga.; and Mississippi State-Jackson, Miss. Recruitment contacts have been made with all colleges in Missouri that have a high population of minority students. The division continues to participate in recruitment activities, career fairs, and various community programs.

The division also strives to recruit individuals with disabilities. All district supervisors and counselors receive job vacancy notices. Many of the individuals referred by staff are interviewed and hired or participate in field experiences and internships sponsored by the division. At the time of this report, approximately 16 percent of the counselor positions are held by persons with disabilities.

In addition to the division’s recruitment efforts, all staff are participating in cultural diversity training. This on-going training has received positive feedback and is an outcome of one of the Cultural Diversity Team’s recommendations. Diversity training continues to be an integral part of the division’s professional development activities.

Consumer Satisfaction

The division’s consumer satisfaction survey (page 27) illustrates that 93 percent of African-American consumers felt that they were treated with respect. Other results showed that 93 percent of African-Americans responding to the survey said that information and services were readily available. And, 90 percent of responders felt that their experience with VR was good, and they would recommend the program to others.

Employee Diversity FY06

Employees with Disabilities

Counselors	16%
District and Assistant Supervisors	10%
Administrators	11%
Total professional staff	14%
Support staff	7%

Minority Employees

Counselors	11%
African-American	9%
Other	2%
District and Assistant Supervisors	10%
Administrators	4%
African-American	4%
Total professional staff	10%
Support staff	20%
African-American	15%
Other	6%

Employees by Gender

Counselors	
Male	23%
Female	77%
District and Assistant Supervisors	
Male	47%
Female	53%
Administrators	
Male	59%
Female	41%
Total professional staff	
Male	29%
Female	71%
Support staff	
Male	7%
Female	93%

Figure 10



DeeDee Weller, former VR consumer, sits in her van that has been modified to meet her driving needs.



Weller's steering wheel was installed on the floorboard allowing her to steer with her left foot. The wheel is an eight inch metal plate with a strap to hold her foot.

DEEDEE WELLER

by Lisa Sone, Quality Manager, VR Central Office

It doesn't show just on her face. In fact, you can actually hear it in her voice — happiness. DeeDee Weller has a lot to be happy about. In two years' time, she completed a college training program, learned to drive, and started her first job.

DeeDee achieved true independence — a fate that may not have been possible given the circumstances under which she was born.

DeeDee came into the world with a rare condition called arthrogryposis, which is a muscle disorder that causes multiple joint contractures at birth. A contracture is a limitation of a joint's range of motion. Think of it as having a severe form of arthritis.

In some cases, almost every body joint may be affected. In other cases, a few joints may be contracted. In DeeDee's case, her shoulders, elbows, wrists, and hands are affected.

Growing up in the state of California, DeeDee said she had a dozen surgeries by "great doctors in great hospitals." The surgeries released her joints allowing more movement. In addition to arthrogryposis, DeeDee was born with a left club foot that also required surgeries to increase her mobility.

Fortunately the pain and long recoveries have paid off. DeeDee learned to use her feet to perform many of her daily activities. She attended a special school until the second grade, but she said, "I just couldn't stand it." So DeeDee began public school and completed her high school education. Her positive outlook on life and her desire for happiness kept her going.

DeeDee eventually moved to Missouri. Her cousin, in California, had received Vocational Rehabilitation (VR) services and told her about the program. So she contacted the Springfield North VR office where she lived, and in 2002, she began working with Kim Vaughan, senior

counselor.

Kim arranged for DeeDee to attend Vatterott College to train as an administrative applications specialist. Kim also referred DeeDee to United Access in Springfield; a company that specializes in van modifications. VR paid to modify her van and for a driving training program through United Access.

Accommodating DeeDee's van was a challenge as she

didn't have complete use of her upper body. Because she would have to use her left foot to steer, the steering wheel was installed on the floorboard. It is an eight inch metal plate with a strap over it to secure her foot. She rotates the plate just as someone who turns a traditional steering wheel would. There is also a touchpad on the driver's door that DeeDee uses to control everything from starting the ignition to honking the horn.

"It took 14 months to get the modifications necessary for my needs,"

DeeDee said. "Kim hung in there with me. I wish everyone could have a counselor as nice as her."

At the age of 34, DeeDee experienced two firsts in her life. She began driving. "I was like a little kid on Christmas morning," she said. "I couldn't wait to get in the van and go again." She also went to work for the first time and found independence — independence that she had never felt before.

DeeDee drove to United Access for an equipment adjustment and drove home employed. The company had an opening that was a "perfect" fit for her. She handles the phones, greets customers, makes after-sales calls, deals with insurance agencies, and performs other duties to keep the office running smoothly.

But her job is more than just a paycheck. DeeDee said, "I've been disabled all of my life, so I'm comfortable in my skin. I like being able to help ►



A touchpad was installed on the driver's door enabling Weller to operate the controls on the van.

► DEEDEE WELLER

others, who are disabled, to become independent.” Without hesitation she would “recommend VR to anyone.” “I do refer folks to VR,” she said. “I let customers know about the program and encourage them to try it, even if they are unsure.”

“I had an absolutely positive experience with VR,” Deedee said. “If VR had a scorecard, I’d give them

top scores.”

Deedee freed herself from government assistance. She no longer relies on food stamps and supplemental income from Social Security. Following a divorce, she began raising her two daughters as a single mother. “I feel I’ve made such an accomplishment,” Deedee said. “Two years ago, I wasn’t even driving. Now, I love my life.” ●



Aubrey Daniel, Jr., (right) former VR consumer, owns and operates The Shop, a barber shop in Cape Girardeau, Mo. Daniel uses his powered chair to assist him with cutting Tarance Powell's hair.



Charles Reid (left), a VR consumer, appears with Powell (middle) and Daniel (right). All three men work at The Shop.

AUBREY DANIEL

by Lisa Sone, Quality Manager, VR Central Office

After being the victim of a hit and run driver, Aubrey Daniel, Jr., had some tough decisions to make about his future. It was July 2002 in Milwaukee. Daniel suffered severe injuries from a car accident. He was paralyzed from his lower back to his feet. Daniel had been working as a deputy sheriff, but the injury prevented him from performing the physical requirements of his job.

For two years following the accident, Daniel lived in denial and self pity. But as the father of two young boys, he knew that his outlook on life had to change. “I’ve got more to live for than just myself,” Daniel stated. He had a college degree and previously worked as a teacher. He had also been cutting hair since the age of 14. Because of his experience with haircutting and the flexibility of working hours, Daniel chose barbering as his career goal. Vocational Rehabilitation (VR) helped him to reach that goal.

Daniel had heard of VR while living in Wisconsin, but soon after, he relocated to Missouri. In January 2004, he settled in Cape Girardeau, and he contacted the local VR office. Debbi Browne was the counselor assigned to his case. He and Browne developed his employment plan with barbering as his career choice.

VR sent Daniel to the SEMO Hairstyling Academy in Cape Girardeau to train as a barber and helped him to become licensed upon graduation. Daniel stated, “VR is absolutely wonderful. They helped me equip my van so I could regain my mobility.” VR provided Daniel with a powered chair that elevates him above his clients enabling accessibility to his customers. The chair can “stand you up and sit you back down. Without it, I don’t know how I would cut hair,” he stated.

In August 2005, Daniel opened his own barber shop and appropriately named it “The Shop.” He was both the owner and the sole employee, but not for long. Through his determination and ambition, Daniel expanded his business. His shop is now up to five chairs and three barbers.

Daniel has been so impressed with VR’s services that he has even referred one of his own barbers, Charles Reid, to the local office. Reid also was sent for barber training and received help with assistive technology.

With assistance from VR, Daniel reached his employment goal and realized his dream of opening his own shop. He

has achieved independence and rediscovered the ability to be self-sufficient. ●

VR provided
assistive
technology
services as well
as the funds
for Daniel to
be trained and
licensed as a
barber.



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Consumer Satisfaction

The council's Program Evaluation Committee continues to survey and monitor consumer satisfaction. In FY06, the division changed its survey method in an effort to improve the process. The VR Consumer Affairs team revised the survey questions based on input from consumers, VR management, and the SRC. Postage-paid survey cards were sent to a random sample of closed cases rather than to all case closures. Under the new survey process, response rates increased.

Consumer feedback continued to be positive during FY06. For example, of the consumers surveyed who received services, 97 percent felt that they were treated with respect, and 93 percent indicated that they were involved in making choices concerning their employment goals and services. All of the results are categorized in groups, such as statewide totals, disabilities, gender, race, etc. The response rate from consumers who received services was 33 percent, up from 19 percent in FY05. Survey results are listed on page 27. Separate survey results for eligible consumers who left the program before receiving services can be found on page 28. Their response rate was 22 percent, an increase from six percent last year.

A sample of consumer comments taken from completed survey cards can be found below.

FY06 CONSUMER COMMENTS

“My counselor went above and beyond the call to tailor to my unique needs. The service was personal and critical in my success.

I'm so grateful for VR. I am embarking on a new journey in my life thanks to VR!

VR helped me to meet and exceed my goals completely.

I think VR is a very good program. You could tell the people really cared about you.

I think they did all they could in a timely and professional manner.

My counselor was attentive, interested, informative and helpful. We were very grateful for his help and direction.”

Consumer Satisfaction (continued)

Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY06)

	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Helped me get a job		Improved quality of life		Experience was good		Satisfied with referral services**	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Statewide total of responses (percentage is the number divided by the total number of who agreed and disagreed)	97%	3%	92%	8%	87%	13%	93%	7%	78%	22%	87%	13%	91%	9%	84%	16%
Persons with significant disabilities*	96%	4%	92%	8%	87%	13%	92%	8%	77%	23%	87%	13%	91%	9%	83%	17%
Successful employment outcomes	97%	3%	94%	6%	90%	10%	95%	5%	86%	14%	91%	9%	94%	6%	87%	13%
Unsuccessful closures after services	94%	6%	85%	15%	78%	22%	84%	16%	45%	55%	70%	30%	83%	17%	69%	31%
African Americans*	93%	7%	93%	7%	84%	16%	83%	17%	69%	31%	83%	17%	90%	10%	69%	31%
Males*	98%	2%	92%	8%	85%	15%	93%	7%	80%	20%	86%	14%	91%	9%	85%	15%
Females*	95%	5%	92%	8%	90%	10%	92%	8%	75%	25%	88%	12%	92%	8%	80%	20%
Supported employment employees*	97%	3%	95%	5%	89%	11%	92%	8%	86%	14%	91%	9%	92%	8%	88%	12%
Persons with mental retardation*	94%	6%	94%	6%	88%	12%	88%	12%	84%	16%	86%	14%	90%	10%	87%	13%
Persons with mental illness*	98%	2%	92%	8%	85%	15%	90%	10%	70%	30%	88%	12%	95%	5%	79%	21%
Persons with deafness/hard of hearing*	95%	5%	93%	7%	83%	17%	89%	11%	85%	15%	90%	10%	95%	5%	89%	11%
Persons with traumatic brain injury*	100%	0%	100%	0%	74%	26%	100%	0%	82%	18%	86%	14%	96%	4%	91%	9%
Persons with alcohol/drug dependency*	100%	0%	100%	0%	67%	33%	100%	0%	33%	67%	100%	0%	100%	0%	0%	0%
Persons with specific learning disabilities*	82%	18%	75%	25%	65%	35%	82%	18%	71%	29%	71%	29%	71%	29%	50%	50%
Persons with orthopedic impairments*	98%	2%	92%	8%	92%	8%	91%	9%	78%	22%	87%	13%	90%	10%	83%	17%

*Total responses from consumers who have received VR services and have exited the program either successfully or unsuccessfully.

**Individuals who responded "NA" are not included in the percentages shown.

Consumer Satisfaction (continued)

Consumer Satisfaction Survey Results

(specific group responses to survey cards distributed during FY06)

	Treated me with respect		Information readily available		Helped understand disability		Involved in choices		Experience was good		Satisfied with referral services**	
	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE	AGREE	DISAGREE
Statewide total of responses (percentage is the number divided by the total number of who agreed and disagreed)	90%	10%	79%	21%	76%	24%	79%	21%	78%	22%	73%	27%
Persons with significant disabilities*	90%	10%	81%	19%	78%	22%	79%	21%	78%	22%	75%	25%
African Americans*	98%	2%	88%	12%	88%	12%	79%	21%	90%	10%	84%	16%
Males*	89%	11%	79%	21%	74%	26%	78%	22%	77%	23%	71%	29%
Females*	90%	10%	79%	21%	79%	21%	80%	20%	80%	20%	76%	24%
Persons with mental retardation*	87%	13%	76%	24%	73%	27%	78%	22%	76%	24%	76%	24%
Persons with mental illness*	95%	5%	84%	16%	85%	15%	85%	15%	83%	17%	85%	15%
Persons with deafness/hard of hearing*	71%	29%	57%	43%	57%	43%	50%	50%	57%	43%	13%	87%
Persons with traumatic brain injury*	92%	8%	92%	8%	85%	15%	77%	23%	85%	15%	94%	6%
Persons with alcohol/drug dependency*	100%	0%	60%	40%	60%	40%	60%	40%	100%	0%	31%	69%
Persons with specific learning disabilities*	100%	0%	100%	0%	90%	10%	90%	10%	90%	10%	100%	0%
Persons with orthopedic impairments*	82%	18%	73%	27%	69%	31%	76%	24%	68%	32%	50%	50%

*Total responses of eligible consumers who have left the program before receiving services.

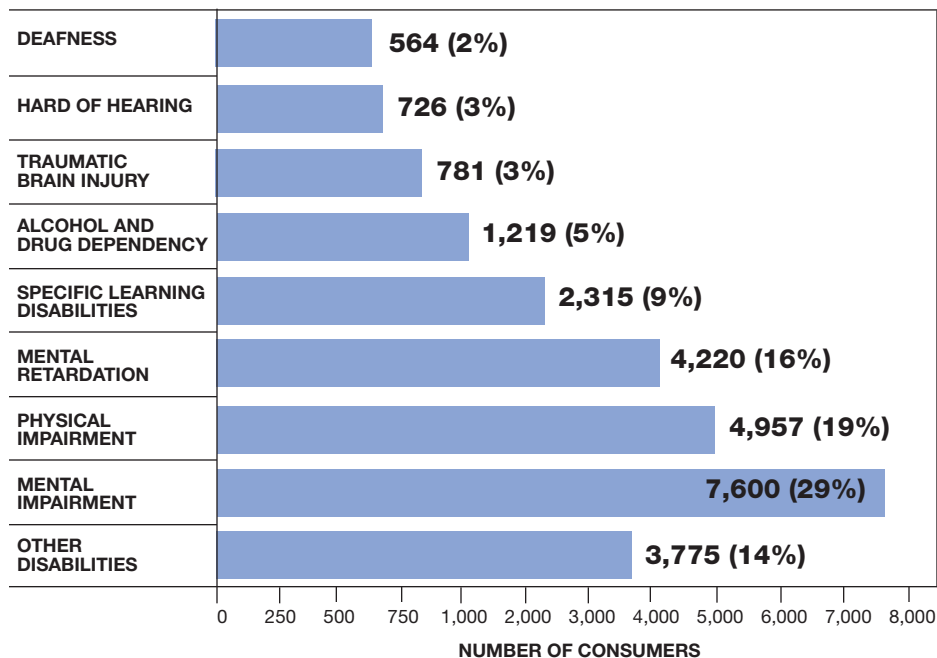
**Individuals who responded "NA" are not included in the percentages shown.

Disability Categories

OF THE 26,157 ELIGIBLE CONSUMERS

Fiscal Year 2006

TYPES OF DISABILITY

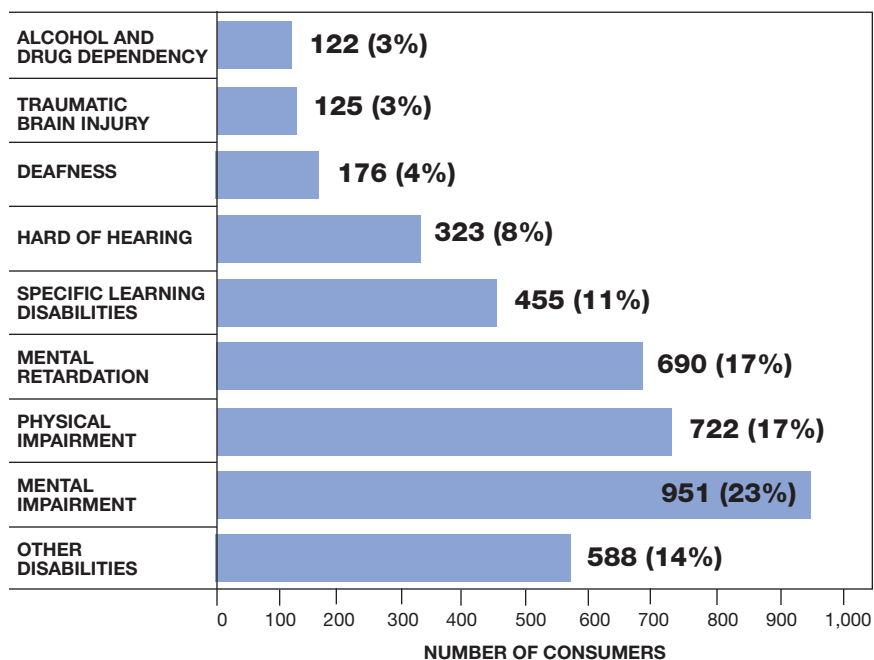


Disability Categories

OF THE 4,152 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2006

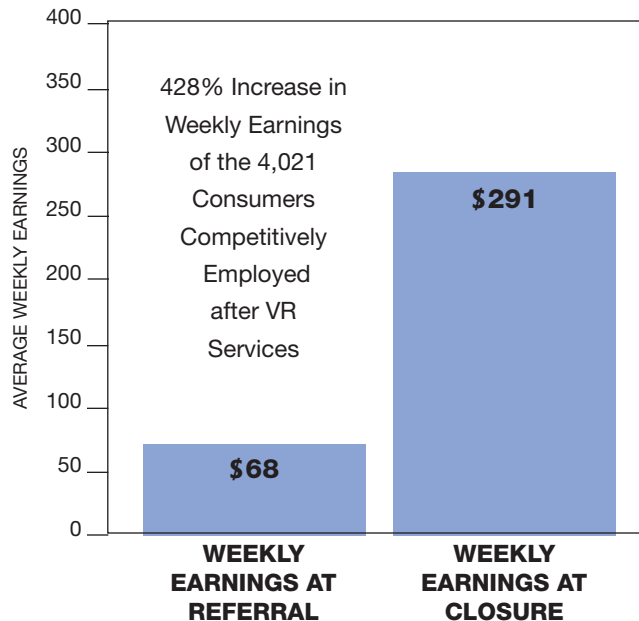
TYPES OF DISABILITY



Impact Of VR Services

ON WEEKLY EARNINGS OF CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2006



With an increase in average weekly earnings of \$223 for the 4,021 competitively employed consumers, the total annual increase in income, from referral to closure, amounts to \$46,627,516.

Characteristics OF THE CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2006

GENDER	Number	Percent
Male	2,311	56%
Female	1,841	44%
Total	4,152	100%

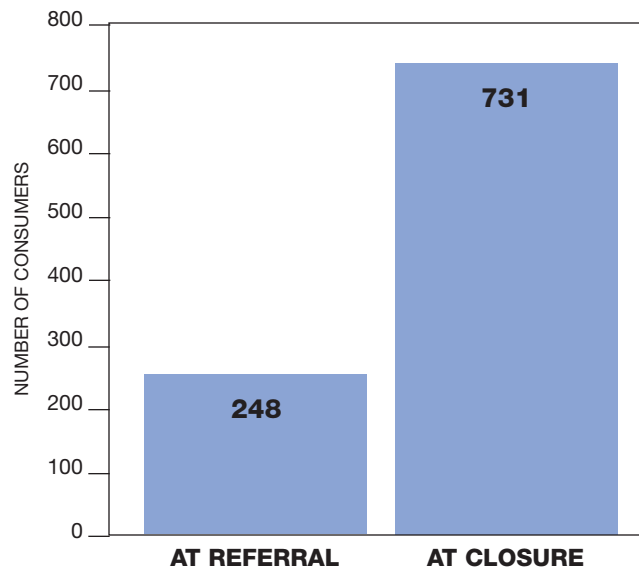
RACE	Number	Percent
White	3,381	81%
African-American	646	16%
Hispanic	50	1%
American Indian	48	1%
Asian	20	<1%
Pacific Islander	7	<1%
Total	4,152	100%

AGE	Number	Percent
Less than 20 years	390	9%
20 through 34	1,621	39%
35 through 44	821	20%
45 through 64	1,158	28%
65 and over	162	4%
Total	4,152	100%

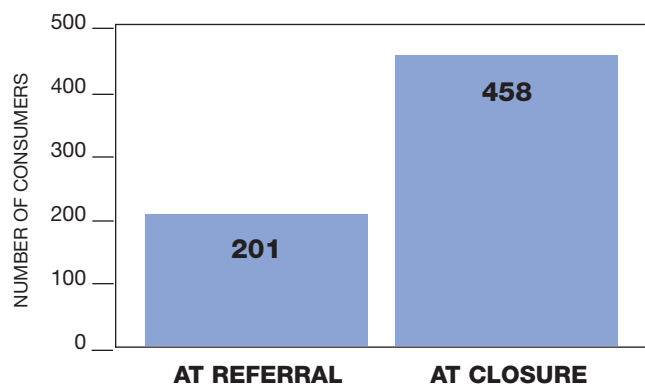
Impact Of VR Services

ON EDUCATION LEVELS OF 4,152 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

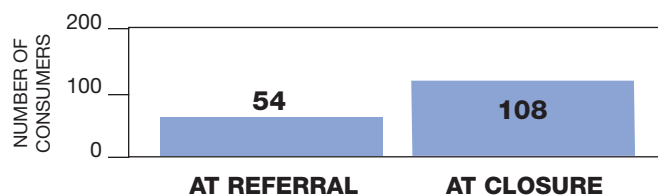
Fiscal Year 2006



Associate Degrees



Bachelor's Degrees

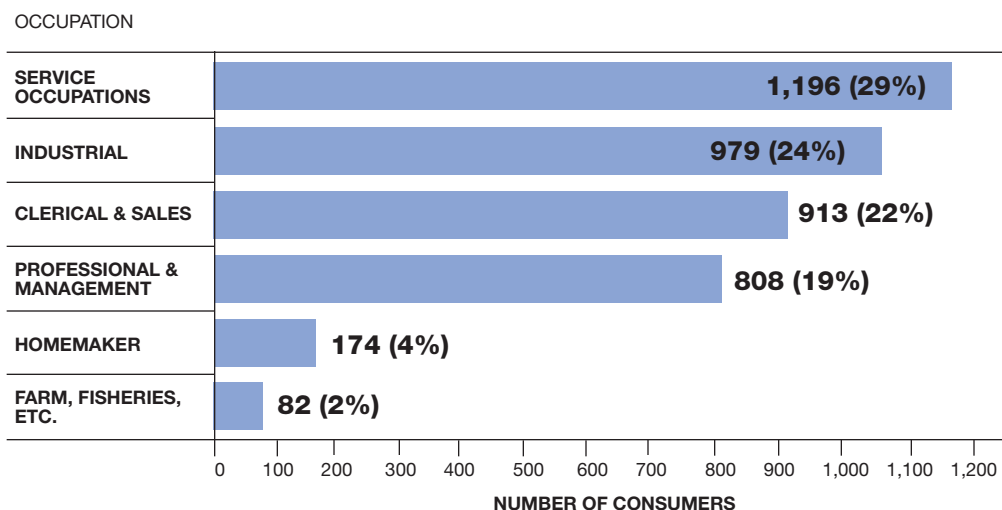


Master's Degrees

1,297 consumers (31%), out of all employment outcomes, earned a degree after receiving VR services in FY06.

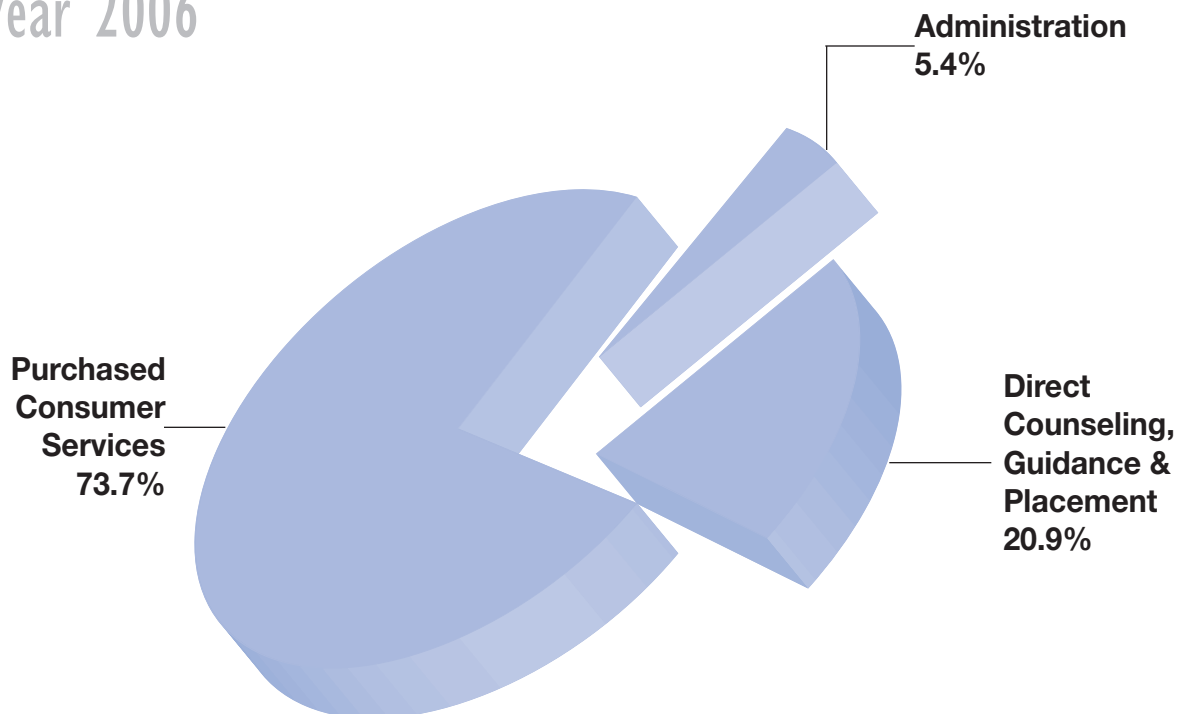
Occupations OF 4,152 CONSUMERS WITH SUCCESSFUL EMPLOYMENT OUTCOMES

Fiscal Year 2006



Expenditures

Fiscal Year 2006



Centers for Independent Living

Access II, Independent Living Center

611 W. Johnson
Gallatin, MO 64640
Debby Hawman, Executive Director
Phone: (660) 663-2423
TTY: (660) 663-2663
Fax: (660) 663-2517
Web site: www.accessii.org

Bootheel Area Independent Living Services

900 S. By-Pass
P.O. Box 326
Kennett, MO 63857
Tim Shaw, Executive Director
Phone & TTY: (573) 888-0002
Toll free: (888) 449-0949
Fax: (573) 888-0708
Web site: www.bails.org

Delta Center for Independent Living

5933 Highway 94 South, Suite 107
St. Charles, MO 63304
Nancy Murphy, Executive Director
Phone & TTY: (636) 926-8761
Fax: (636) 447-0341
Web site: www.dcil.org

Disabled Citizens Alliance for Independence

P.O. Box 675
Viburnum, MO 65566
Rich Blakley, Executive Director
Phone: (573) 244-5402
TTY: (573) 244-3315
Fax: (573) 244-5609
Web site: www.viburnum.net/dcai/

Disability Resource Association

420B S. Truman Boulevard
Crystal City, MO 63019
Craig Henning, Executive Director
Phone: (636) 931-7696
TTY: (636) 937-9016
Fax: (636) 937-9019
E-mail: dcitizen@misn.com

Heartland, Inc.

1010 Highway 28 West
Owensville, MO 65066
Goldie Parrett, Executive Director
Phone: (573) 437-5100
Fax: (573) 437-5111
E-mail: hile@fidnet.com

Independent Living Center of Southeast MO

511 Cedar Street
Poplar Bluff, MO 63901
Bruce Lynch, Executive Director
Phone: (573) 686-2333
TTY: (573) 776-1178
Toll free: (888) 890-2333
Fax: (573) 686-0733
Web site: www.ilcsemo.org

Independent Living Resource Center

3620 W. Truman Boulevard
P.O. Box 6787
Jefferson City, MO 65102-6787
Stephanie Cox, Executive Director
Phone: (573) 556-0400

TTY: (573) 634-3876
Toll free: (877) 627-0400
Fax: (573) 556-0402
Web site: www.ilrcjcmo.org

Living Independently for Everyone

1109 Ste. Genevieve
Farmington, MO 63640
Tim Azinger, Executive Director
Phone: (573) 756-4314
TTY: (573) 760-1402
Toll free: (800) 596-7273
Fax: (573) 756-3507
Web site: www.lifecilmo.org

Midland Empire Resources for Independent Living

4420 S. 40th Street
St. Joseph, MO 64503
Debbie Merritt, Executive Director
Phone: (816) 279-8558
TTY: (816) 279-4943
Toll free: (800) 242-9326
Fax: (816) 279-1550
Web site: www.meril.org

North East Independent Living Services

142 Jaycee Drive
Hannibal, MO 63401
Stephanie O'Bryan, Executive Director
Phone & TTY: (573) 221-8282
Fax: (573) 221-9445
Web site: www.neilscenter.org

On My Own, Inc.

111 N. Elm
Nevada, MO 64772
John Klingaman, Executive Director
Phone: (417) 667-7007
Toll free: (800) 362-8852
Fax: (417) 667-6262
E-mail: onmyown@sofnet.com

Ozark Independent Living

109 Aid Avenue
West Plains, MO 65775
Cindy Moore, Executive Director
Phone: (417) 257-0038
Toll free & TTY: (888) 440-7500
Fax: (417) 257-2380
Web site: ozarkcil.com

Paraquad

5240 Oakland Avenue
St Louis, MO 63110
Bob Funk, Executive Director
Phone: (314) 289-4200
TTY: (314) 289-4252
Fax: (314) 289-4201
Web site: www.paraquad.org

Rural Advocates for Independent Living

1100 S. Jamison Street
Kirksville, MO 63501
Theresa Myers, Executive Director
Phone: (660) 627-7245
TTY: (660) 627-0614
Toll free: (888) 295-6461

Fax: (660) 665-9849
Web site: www.myweb.cableone.net/rpas

SEMO Alliance for Disability Independence, Inc.

121 S. Broadview Plaza, Suite 12
Cape Girardeau, MO 63703-5702
Miki Gudermuth, Executive Director
Phone & TTY: (573) 651-6464
Toll free: (800) 898-7234
Fax: (573) 651-6565
Web site: www.sadi.org

Services for Independent Living

1401 Hathman Place
Columbia, MO 65201
Aimee Wehmeier, Executive Director
Phone: (573) 874-1646
TTY: (573) 874-4121
Fax: (573) 874-3564
Web site: www.silcolumbia.org

SW Center for Independent Living

2864 Nettleton Avenue
Springfield, MO 65807
Gary Maddox, Executive Director
Phone & TTY: (417) 886-1188
Toll free: (800) 676-7245
Fax: (417) 886-3619
Web site: www.swcil.org

The Independent Living Center, Inc.

1001 E. 32nd Street
Joplin, MO 64804
Jeff Flowers, Executive Director
Phone: (417) 659-8086
TTY: (417) 659-8702
Toll free: (800) 346-8951
Fax: (417) 659-8087
Web site: www.ilcenter.org

The Whole Person, Inc.

114 W. Gregory Boulevard
Kansas City, MO 64114
David Robinson, Executive Director
Phone: (816) 561-0304
TTY: (816) 627-2201
Toll free: (800) 878-3037
Fax: (816) 753-8163
Web site: www.thewholeperson.org

Tri-County Center for Independent Living

1420 Highway 72 East
Rolla, MO 65401
Victoria Evans, Executive Director
Phone & TTY: (573) 368-5933
Fax: (573) 368-5991
Web site: www.tricountycenter.com

West-Central Independent Living Services

710 N. College, Suite D
Warrensburg, MO 64093
Lyman Trachsler, Executive Director
Phone: (660) 422-7883
TTY: (660) 422-7894
Toll free: (800) 236-5175
Fax: (660) 422-7895
Web site: www.w-ils.org

Community Rehabilitation Program Providers

Adult Vocational Services of Jefferson County, Inc.

12 Municipal Drive, Suite A
Arnold, MO 63010
Annette Kendrick, Director
Phone: (636) 282-0593
Fax: (636) 282-0843
E-mail: amkendrick@dsjc.org

Alternative Opportunities, Inc. DBA Lakes Country Resource Centers

2626 W. College Road
Springfield, MO 65802
Bontiea Goss, CEO
Phone: (417) 869-8911
Fax: (417) 869-1625
Web site: www.lakescountry.com

- *Camdenton Satellite*
Camdenton, MO
- *Cape Girardeau Satellite*
Cape Girardeau, MO
- *Farmington Satellite*
Farmington, MO
- *Joplin Satellite*
Joplin, MO
- *Lake St. Louis Satellite*
Lake St. Louis, MO
- *Nevada Satellite*
Nevada, MO
- *Poplar Bluff Satellite*
Poplar Bluff, MO
- *Rolla Satellite*
Rolla, MO
- *St. Louis Satellite*
St. Louis, MO
- *St. Louis South Satellite*
Sunset Hills, MO
- *Springfield Satellite*
Springfield, MO
- *West Plains Satellite*
West Plains, MO

Center for Human Services – CHS Jobs

1500 Ewing Drive
Sedalia, MO 65301
Roger A. Garlich, Executive Director/CEO
Phone: (660) 827-2100
Fax: (660) 827-3034
Web site: www.chs-mo.org

Epilepsy Foundation of Kansas and Western Missouri

6550 Troost, Suite B
Kansas City, MO 64131
Michael Mayberry, Executive Director
Phone: (816) 444-2800 or (800) 972-5163
Fax: (816) 444-6777
E-mail: mmayberry@efha.org

Independence Center

4380 W. Pine Boulevard
St. Louis, MO 63108-2206

Mike Keller, Executive Director
Phone: (314) 533-4380
Fax: (314) 531-7372
E-mail: mkeller@independencecenter.org

- *Midland House*
University City, MO

Jewish Vocational Service

1608 Baltimore
Kansas City, MO 64108
Joy Foster, Executive Director
Phone: (816) 471-2808
TTY: (816) 471-7461
Fax: (816) 471-2930
Web site: www.jvskc.org

Job Point

2116 Nelwood Drive
Columbia, MO 65202-3645
Greg Wingert, Vice President
Professional Services
Phone: (573) 474-8560
Fax: (573) 474-8575
Web site: www.jobpointmo.org

- *Job Point North Branch*
Moberly, MO
- *Job Point South Branch*
Jefferson City, MO
- *Resource Center Branch*
Columbia, MO
- *Wilkes Center Branch*
Columbia, MO
- *Wright City Branch*
Wright City, MO

Kirkville Area Technical Center

1103 S. Cottage Grove
Kirkville, MO 63501
Terri Jones, Director
Phone: (660) 665-2865
Fax: (660) 626-1477
E-mail: terri_j@kirkville.k12.mo.us

MERS/Missouri Goodwill Industries

Downtown Aftergut Center
1727 Locust Street
St. Louis, MO 63103
Lewis C. Chartock, Ph.D., President/CEO
Phone: (314) 241-3464
TTY: (314) 241-4645
Fax: (314) 241-9348
Web site: www.mersgoodwill.org

- *MERS Goodwill Cape Girardeau*
Cape Girardeau, MO
- *MERS Goodwill Farmington*
Farmington, MO
- *MERS Goodwill Franklin County Area*
Washington, MO
- *MERS Goodwill Mid County Lippman Ctr.*
Brentwood, MO
- *MERS Goodwill North County Area*
Florissant, MO

- *MERS Goodwill Poplar Bluff*
Poplar Bluff, MO
- *MERS Goodwill St. Charles Area*
St. Charles, MO
- *MERS Goodwill South County Area*
Lemay, MO
- *MERS Goodwill Springfield*
Springfield, MO

Missouri Rehabilitation Center

600 N. Main
Mt. Vernon, MO 65712
Dennis Nicely, Center Director
Phone: (417) 466-3711
TTY: (800) 735-2966
Fax: (417) 461-5770
Web site: www.muhealth.org/~rehab/

Ozarks Technical Community College Counseling and Career Resources

1001 E. Chestnut Expressway
Springfield, MO 65802-3625
Joyce Thomas, Director of Counseling and
Career Resources
Phone: (417) 447-6973
Fax: (417) 447-6979
Web site: www.otc.edu

The Center for Head Injury Services

11786 Westline Industrial Drive
St. Louis, MO 63146-3402
Donna Gunning, Executive Director
Phone: (314) 983-9230
Fax: (314) 983-9235
Web site: www.headinjuryctr-stl.org

The Helping Hand of Goodwill Industries

1817 Campbell Street
Kansas City, MO 64108-1794
Larry Jones, President/CEO
Phone: (816) 842-7425
TTY: (816) 421-1232
Fax: (816) 842-2632
Web site: www.mokangoodwill.org

- *St. Joseph Satellite*
St. Joseph, MO

The Rehabilitation Institute

3011 Baltimore
Kansas City, MO 64108
Don Harkins, President/CEO
Phone: (816) 751-7700
TTY: (816) 751-7836
Fax: (816) 751-7983
Web site: www.rehabkc.org

- *Independence Satellite*
Independence, MO
- *St. Joseph Satellite*
St. Joseph, MO
- *Warrensburg Satellite*
Warrensburg, MO

Supported Employment Service Providers

Adult Vocational Services of Jefferson County, Inc.

12 Municipal Drive, Suite A
Arnold, MO 63010
Annette Kendrick, Director
Phone: (636) 282-0593
Fax: (636) 282-0843
E-mail: amkendrick@dsjc.org

Alternative Community Training, Inc.

2200 Burlington
Columbia, MO 65202
Mark Hassemer, Executive Director
Phone: (573) 474-9446
TTY: (573) 474-1199
Fax: (573) 474-7458
E-mail: mhassemer@socket.net

Alternative Opportunities, Inc.

DBA Lakes Country Resource Centers

2626 W. College Road
Springfield, MO 65802
Bontiea Goss, CEO
Phone: (417) 869-8911
Fax: (417) 869-1625
Web site: www.lakescountry.com

- *Camdenton Satellite*
Camdenton, MO
- *Cape Girardeau Satellite*
Cape Girardeau, MO
- *Farmington Satellite*
Farmington, MO
- *Joplin Satellite*
Joplin, MO
- *Lake St. Louis Satellite*
Lake St. Louis, MO
- *Nevada Satellite*
Nevada, MO
- *Poplar Bluff Satellite*
Poplar Bluff, MO
- *Rolla Satellite*
Rolla, MO
- *St. Louis Satellite*
St. Louis, MO
- *St. Louis South Satellite*
Sunset Hills, MO
- *Springfield Satellite*
Springfield, MO
- *West Plains Satellite*
West Plains, MO

Arthur Center

321 W. Promenade
Mexico, MO 65265
Terry Mackey, President
Phone: (573) 582-1234
Fax: (573) 582-7304
E-mail: tmackey@arthurcenter.com

- *Fulton Satellite*
Options Unlimited
Fulton, MO

- *Mexico Satellite*
Options Unlimited
Mexico, MO

Assisted Independence, Inc.

2400 Frederick Avenue, Suite 400
St. Joseph, MO 64506
Rolla G. Johnson, Jr., President
Phone: (816) 671-1225
Fax: (816) 671-0498
E-mail: assistedindependence@hotmail.com

Audrain Handicapped Services

308 E. Jackson
Mexico, MO 65265
Tim M. Crews, Executive Director
Phone: (573) 581-8210
Fax: (573) 581-5204
E-mail: ahs@ktis.net

- *ACES (Audrain County Supported Employment Services)*
Mexico, MO

Casco Area Workshop, Inc.

1800 Vine
Harrisonville, MO 64701
Peggy Kutchback, Executive Director
Phone: (816) 380-7359
Fax: (816) 380-7363
E-mail: cascosupportiveemployment@earthlink.net

Center for Human Services – CHS Jobs

1500 Ewing Drive
Sedalia, MO 65301
Roger A. Garlich, Executive Director/CEO
Phone: (660) 827-2100
Fax: (660) 827-3034
Web site: www.chs-mo.org

Choices for People Center for Citizens with Disabilities

1815 Forum Drive
Rolla, MO 65401
Bob Pellegrin, Executive Director
Phone: (573) 364-7444
TTY: (800) 735-2966
Fax: (573) 364-5370
E-mail: bpellegrin@choicesforpeoplecenter.org

College for Living

Paraquad
5240 Oakland Avenue
St. Louis, MO 63110
Jeff Pomranka, Director
Phone: (314) 289-4220
Fax: (314) 567-1559
Web site: www.paraquad.org

Community Employment, Inc.

1538 S. Enterprise Avenue
Springfield, MO 65804
Jenny Smith, General Manager

Phone: (417) 869-4906 or (417) 869-4907
Fax: (417) 869-4840
E-mail: jenny@communityemploymentinc.com

- *Joplin Satellite*
Joplin, MO

Community Health Plus, BJC Behavioral Health

1430 Olive, Suite 500
St. Louis, MO 63103
Mark Stansberry, Executive Director
Phone: (314) 206-3700
TTY: (314) 206-3837
Fax: (314) 206-3708
Web site: www.bjc.org

Community Living, Inc.

1040 St. Peters Howell Road
St. Peters, MO 63376
Barb Griffith, Executive Director
Phone: (636) 970-2800
Fax: (636) 970-2810
E-mail: bgriffith@cliservices.org

Community Opportunities

44 Opportunity Court
P.O. Box 420
Troy, MO 63379
Mary Sullivan-Thomas, Executive Director
Phone: (636) 462-7695
Fax: (636) 528-5514
E-mail: mary@macdds.org

Community Options

801-B Washington
Chillicothe, MO 64601
Joyce Jacobs, Executive Director
Phone: (660) 646-0109
Fax: (660) 646-2808
E-mail: jds@cmuonline.net

Comprehensive Mental Health Services, Inc.

10901 Winner Road
P.O. Box 520169
Independence, MO 64052-0169
William H. Kyles, President/CEO
Phone: (816) 254-3652
Fax: (816) 257-2575
E-mail: bkyle@thecmhs.com

Developmental Center of the Ozarks

1545 E. Pythian
Springfield, MO 65802
Allan McKelvy, Executive Director
Phone: (417) 829-0850
TTY: (417) 831-1545
Fax: (417) 831-7539
E-mail: amckelvy@dcoonline.com

- *Taney County Satellite*
Branson, MO

Supported Employment Service Providers (continued)

Diverse Options

807 Gulf Street
P.O. Box 562
Lamar, MO 64759
Melinda Wilson, CEO
Phone: (417) 682-5260
Fax: (417) 682-5260
E-mail: diverseopt@tiadon.com

Endless Options, Inc.

222 E. Davis
Fayette, MO 65248-0029
Debra Miller, Executive Director
Phone: (660) 248-5233
Fax: (660) 248-3779
E-mail: endless@coin.org

High Hope Employment Services, Inc.

P.O. Box 67
Milan, MO 63556
Dianne L. Leslie, Executive Director
Phone: (660) 265-4614
Fax: (660) 265-3016
E-mail: highhopeemployment@alltel.net

Ideal Employment Services

601 N. Thornton
Richmond, MO 64085
Bob McCorkendale, Manager Director
Phone: (816) 470-7137
Fax: (816) 776-8935
E-mail: rmcork@accessmo.us

Independence Center

4380 W. Pine Boulevard
St. Louis, MO 63108-2206
Mike Keller, Executive Director
Phone: (314) 533-4380
Fax: (314) 531-7372
E-mail: mkeller@independencecenter.org
• Midland House
University City, MO

JESS

7020 Chippewa
St. Louis, MO 63119
Louise Reeves, Executive Director
Phone: (314) 644-1913
Fax: (314) 644-0461
E-mail: lreeves@jessinc.org
• St. Peters Satellite
St. Peters, MO

Job Point

2116 Nelwood Drive
Columbia, MO 65202-3645
Greg Wingert, Vice President
Professional Services
Phone: (573) 474-8560
Fax: (573) 474-8575
Web site: www.jobpointmo.org
• Job Point North Branch
Moberly, MO

- Job Point South Branch
Jefferson City, MO
- Job Point West Central Branch
Sedalia, MO
- Resource Center Branch
Columbia, MO
- Wright City Branch
Wright City, MO

Judevine Center for Autism

4011 Papin
St. Louis, MO 63110
Rebecca Blackwell, Executive Director
Phone: (314) 432-6200
Fax: (314) 849-2721
Web site: www.judevine.org

Learning Opportunities Quality Works, Inc.

P.O. Box 254
Monroe City, MO 63456
Wendy Hays, Executive Director
Phone: (573) 735-4282
Fax: (573) 735-2580
Web site: www.loqw.com

- Hannibal Satellite
Hannibal, MO
- Kirksville Satellite
Kirksville, MO

Life Skills Foundation

10176 Corporate Square Drive,
Suite 100
St. Louis, MO 63132-2924
Wendy Buehler, Executive Director
Phone: (314) 567-7705
Fax: (314) 567-6539
Web site: www.lifeskills-stl.org
• St. Charles Satellite
St. Charles, MO
• St. Louis City Satellite
St. Louis, MO

MERS/Missouri Goodwill Industries

Downtown Aftergut Center
1727 Locust Street
St. Louis, MO 63103
Lewis C. Chartock, Ph.D., President/CEO
Phone: (314) 241-3464
TTY: (314) 241-4645
Fax: (314) 241-9348
Web site: www.mersgoodwill.org

- MERS Goodwill Cape Girardeau
Cape Girardeau, MO
- MERS Goodwill Farmington
Farmington, MO
- MERS Goodwill Franklin County Area
Washington, MO
- MERS Goodwill Mid County Lippman Ctr.
Brentwood, MO

- MERS Goodwill North County Area
Florissant, MO
- MERS Goodwill Poplar Bluff
Poplar Bluff, MO
- MERS Goodwill St. Charles Area
St. Charles, MO
- MERS Goodwill South County Area
Lemay, MO
- MERS Goodwill Springfield
Springfield, MO

Pathways Community Behavioral Healthcare, Inc.

1800 Community Drive
Clinton, MO 64735
Jerry Osborn, President/CEO
Phone: (660) 885-8131
Fax: (660) 885-2393
Web site: www.pathwaysonline.org

Pike County Agency for Developmental Disabilities

900 Independence Drive, SB40
Bowling Green, MO 63334
Betsy Barnes, Executive Director
Phone: (573) 324-3875
TTY: (573) 324-3553
Fax: (573) 324-6391
E-mail: bbarnespcadd@sbcglobal.net

Rediscover

901 N.E. Independence Avenue
Lee's Summit, MO 64086
Alan Flory, President
Phone: (816) 246-8000
Fax: (816) 246-8207
E-mail: allflory@rediscovermh.org
• South Satellite
Kansas City, MO

The ARC of the Ozarks

1501 E. Pythian
Springfield, MO 65802
Gene Barnes, President/CEO
Phone: (417) 864-7887
Fax: (417) 864-4307
E-mail: gbarnes@thearcoftheoark.org
• Bolivar Satellite
Bolivar, MO
• Monett Satellite
Monett, MO

The Center for Head Injury Services

11786 Westline Industrial Drive
St. Louis, MO 63146-3402
Donna Gunning, Executive Director
Phone: (314) 983-9230
Fax: (314) 983-9235
Web site: www.headinjuryctr-stl.org

Supported Employment Service Providers (continued)

The Helping Hand of Goodwill Industries

1817 Campbell Street
Kansas City, MO 64108-1794
Larry Jones, President/CEO
Phone: (816) 842-7425
TTY: (816) 421-1232
Fax: (816) 842-2632
Web site: www.mokangoodwill.org

- *St. Joseph Satellite*
St. Joseph, MO

The Rehabilitation Institute

3011 Baltimore
Kansas City, MO 64108
Don Harkins, President/CEO
Phone: (816) 751-7700
TTY: (816) 751-7836
Fax: (816) 751-7983
Web site: www.rehabkc.org

- *Independence Satellite*
Independence, MO
- *Warrensburg Satellite*
Warrensburg, MO

St. Louis ARC

1816 Lackland Hill Parkway, Suite 200
St. Louis, MO 63146
Kathleen Meath, Executive Director
Phone: (314) 569-2211
TTY: (314) 569-2010
Fax: (314) 569-0778
Web site: www.slarc.org

Tri-County Mental Health Services, Inc.

3100 N.E. 83rd Street, Suite 1001
Kansas City, MO 64119-9998
Thomas Cranshaw, CEO
Phone: (816) 468-7088
Fax: (816) 468-6635
Web site: www.tri-countymhs.org

Truman Employment Service

2211 Charlotte
Kansas City, MO 64108
John Bluford, President/Chief
Executive Leader
Phone: (816) 404-3500
Fax: (816) 404-3508
Web site: www.trumed.org

- *Assertive Community Outreach (ACO)*
Kansas City, MO
- *Swope Health Central*
Kansas City, MO

United Cerebral Palsy of Northwest Missouri

3303 Frederick
St. Joseph, MO 64506
Teresa Gagliano, Executive Director
Phone: (816) 364-3836 or (800) 404-1844
Fax: (816) 390-8546
Web site: www.ccp.com/~ucpnwmo

United Cerebral Palsy of Greater St. Louis

8645 Old Bonhomme Road
University City, MO 63132-3999
Richard Forkosh, Executive Director
Phone: (314) 994-1600
Fax: (314) 781-1129
Web site: www.ucpstl.org

Unlimited Opportunities, Inc.

1620 W. Ashley Road
P.O. Box 239
Boonville, MO 65233-0239
Vicki McCarrell, Executive Director
Phone: (660) 882-5576
TTY: (660) 882-8339
Fax: (660) 882-7483
Web site: www.uoi.org

Vocational Services, Inc.

935 S. Kent
Liberty, MO 64068
Randy Hylton, Executive Director
Phone: (816) 781-6292
Fax: (816) 781-8797
Web site: www.vsiserve.org

Vocational Rehabilitation Offices

Cape Girardeau VR

3102 Blattner Drive, Suite 103
P.O. Box 1087
Cape Girardeau, MO 63702-1087
Phone: (573) 290-5788
Fax: (573) 290-5921
Toll free: (877) 702-9883
TTY: (573) 290-5385
Ron Parker, Supervisor

Central Office VR

3024 Dupont Circle
Jefferson City, MO 65109
Phone: (573) 751-3251
Fax: (573) 751-1441
Toll free: (877) 222-8963
TTY: (573) 751-0881
C. Jeanne Loyd, Assistant Commissioner

Chillicothe VR

603 W. Mohawk Road
Chillicothe, MO 64601-3919
Phone: (660) 646-1542
Fax: (660) 646-9741
Toll free: (866) 572-4049
Robert Zirfas, Supervisor

Columbia VR

1500 Vandiver Drive, Suite 111
Columbia, MO 65202-1563
Phone: (573) 882-9110
Fax: (573) 884-5250
Toll free: (877) 222-8961
TTY: (573) 882-9117
Duane Shumate, Supervisor

Farmington VR

901 Progress Drive, Suite 100
P.O. Box 230 (63640-0230)
Farmington, MO 63640
Phone: (573) 218-6100
Fax: (573) 218-6107
Toll free: (800) 640-7110
TTY: (573) 218-6119
Jesse Sitzes, Supervisor

Hannibal VR

112 Jaycee Drive
Hannibal, MO 63401-2275
Phone: (573) 248-2410
Fax: (573) 248-2409
Toll free: (877) 222-8960
Jo Moncrief, Supervisor

Jefferson City VR

1500A Southridge Drive
Jefferson City, MO 65109-1135
Phone: (573) 751-2343
Fax: (573) 526-4474
Toll free: (866) 661-9106
Neil Harms, Supervisor

Joplin VR

801 E. 15th Street
Joplin, MO 64804-0922
Phone: (417) 629-3067
Fax: (417) 629-3148
Toll free: (877) 222-8964
Karla Bunch, Supervisor

Kansas City Downtown VR

615 E. 13th Street, Room G-3
Kansas City, MO 64106-2870
Phone: (816) 889-2581
Fax: (816) 889-2586
Teresa Nianga, Supervisor

Kansas City East VR

243 N.W. Executive Way
Lee's Summit, MO 64063
Phone: (816) 622-0600
Fax: (816) 622-0610
Jay Robertson, Supervisor

Kansas City North VR

310 N.W. Englewood Road,
Suite 300
Gladstone, MO 64118-0040
Phone: (816) 467-7900
Fax: (816) 467-7924
Toll free: (877) 270-0198
TTY: (877) 270-0201
James Ankrom, Supervisor

Kansas City Transition VR

243 N.W. Executive Way
Lee's Summit, MO 64063
Phone: (816) 622-0611
Fax: (816) 622-0618
Tamara Jaekels, Supervisor

Kirksville VR

1612 N. Osteopathy, Suite B
Kirksville, MO 63501-3581
Phone: (660) 785-2550
Fax: (660) 785-2552
Toll free: (877) 222-8962
James Higgins, Supervisor

Nevada VR

621 E. Highland, Suite 2
Nevada, MO 64772-3971
Phone: (417) 448-1332
Fax: (417) 448-1351
Toll free: (800) 598-3471
Raymond Drake, Supervisor

Poplar Bluff VR

1903 Northwood Drive, Suite 3
Poplar Bluff, MO 63901
Phone: (573) 840-9550
Fax: (573) 840-9551
Toll free: (800) 281-9894
Donna Knodell, Supervisor

Rolla VR

1101 W. Kingshighway
P.O. Box 550 (65402-0550)
Rolla, MO 65401-0550
Phone: (573) 368-2266
Fax: (573) 368-2382
Toll free: (800) 890-2867
Clarissa White, Supervisor

Sedalia VR

2115 W. Broadway
Sedalia, MO 65301-2114
Phone: (660) 530-5560
Fax: (660) 530-5567
Toll free: (800) 924-0419
Karen Wilson, Supervisor

Springfield North VR

613 E. Kearney
Springfield, MO 65803
Phone: (417) 895-5863
Fax: (417) 895-5869
Toll free: (877) 222-8965
TTY: (417) 895-7934
Anita Michel, Supervisor

Springfield South VR

1735 W. Catalpa, Suite C
Springfield, MO 65807
Phone: (417) 895-5720
Fax: (417) 895-5725
Toll free: (877) 222-8967
Kim Conrad, Supervisor

St. Charles VR

3737 Harry S. Truman Blvd., Suite 400
St. Charles, MO 63301-4052
Phone: (636) 940-3300
Fax: (636) 940-3313
Janis Miller, Supervisor

St. Joseph VR

State Office Building
525 Jules, Room 201
St. Joseph, MO 64501-1990
Phone: (816) 387-2280
Fax: (816) 387-2089
Toll free: (877) 702-9876
Yvonne Wright, Supervisor

St. Louis Downtown VR

220 S. Jefferson, Suite 110
St. Louis, MO 63103
Phone: (314) 877-2940
Fax: (314) 877-2959
Jeather Smith, Supervisor

Vocational Rehabilitation Offices (continued)

St. Louis North VR

4040 Seven Hills Road, Suite 257
Florissant, MO 63033
Phone: (314) 877-3200
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Listing of Acronyms

ADs	Assistant Directors
ADA	Americans with Disabilities Act
BLN	Business Leadership Network
CAJT	Community Access and Job Training
CAP	Client Assistance Program
CART	Computer Assisted Real-Time
CE	Consultative Examination
CILs	Centers for Independent Living
CMS	Center for Medicare and Medicaid Services (<i>previously known as Health Care Financing Administration – HCFA</i>)
CO	Central Office
COOP	Cooperative Work Experience Program
CPS	Comprehensive Psychiatric Services
CRC	Certified Rehabilitation Counselor
CRPs	Community Rehabilitation Programs
CSAVR	Council of State Administrators of Vocational Rehabilitation
DDS	Disability Determination Services
DESE	Department of Elementary and Secondary Education
DFS	Division of Family Services
DHSS	Department of Health and Senior Services
DMH	Department of Mental Health
DMS	Division of Medical Services
DOs	District Offices
DOLIR	Department of Labor and Industrial Relations
DSE	Division of Special Education
DSU	Designated State Unit (<i>Voc Rehab</i>)
DVR	Division of Vocational Rehabilitation
DWD	Division of Workforce Development
EEOC	Equal Employment Opportunity Commission
FOs	Field Offices
FTEs	Full-Time Equivalents (<i>Full-Time Employees</i>)
HBCU	Historically Black Colleges and Universities
HR	Human Resources
I & E Grants	Innovation and Expansion Grants
EBP	Evidence-Based Practice
ICI	Institute for Community Inclusion
IDEA	Individuals with Disabilities Education Act
IEP	Individualized Educational Plan
IHOs	Impartial Hearing Officers
IL	Independent Living
ILRC	Independent Living Resource Center
ILS	Independent Living Services
ILW	Independent Living Waiver
IPE	Individual Plan of Employment
IT	Information Technology
IVT	Interactive Video Training
JAN	Job Accommodation Network
LCSW	Licensed Clinical Social Worker
LPC	Licensed Practical Counselor
LWIB	Labor and Workforce Investment Board

Listing of Acronyms (continued)

MC	Medical Consultant
MDVR	Missouri Division of Vocational Rehabilitation
MoRIS	Missouri Rehabilitation Information System
MoTAP	Missouri Transition Alliance Partnership
MOUs	Memorandums of Understanding
MRA	Missouri Rehabilitation Association
MRDD	Mental Retardation Developmental Disabilities
MSD	Most Significantly Disabled
MSP	Medicaid State Plan
MTEC	Missouri Training and Education Council
NIDRR	National Institute on Disability and Rehabilitation Research
NIMH	National Institute of Mental Health
NME	Non-Medicaid Eligible
OA	Office of Administration
OSEP	Office of Special Education Programs
OSERS	Office of Special Education and Rehabilitation Services
QAR	Quality Assessment Review
RCEP	Rehabilitation Continuing Education Program
RO	Regional Office
RSA	Rehabilitation Services Administration
SAM II	Statewide Advantage for Missouri (<i>Missouri's integrated financial, HR and payroll system</i>)
SESPs	Supported Employment Service Providers
SILC	State Independent Living Council
SD	Significantly Disabled
SE	Supported Employment
SMI	Serious Mental Illness
SR	Success Rate
SRC	State Rehabilitation Council
SS	Social Security
SSA	Social Security Administration
STATUS 08	Case Closure after Referral for Services
STATUS 26	Successful Employment Case Closure
STATUS 28	Case Closure Not Rehabilitated after IPE
STATUS 30	Case Closure Not Rehabilitated before IPE
TANF	Temporary Assistance for Needy Families
TAP	Telecommunications Access Program
VA	Veterans Administration